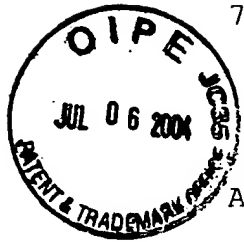


79184

AP/2154
PATENT 61



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Nayel Saleh

Art Unit: 2154

Serial No.: 09/637,969

Filed: August 11, 2000

For: METHOD AND APPARATUS
FOR ALLOCATING RESOURCES
OF A CONTACT CENTER

Examiner: El Hady, N.

Attorney
Docket No.: 79184

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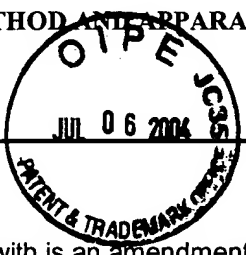
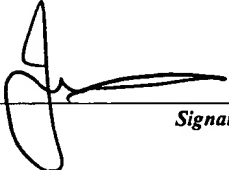
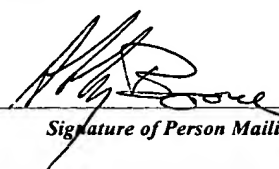
Technology Center 2100

AMENDMENT B

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

In response to the Office Action of April 2, 2004,
please amend the above-identified application as follows:

AMENDMENT TRANSMITTAL LETTER (Large Entity)				Docket No. 6065-79184	
Applicant(s): Nayel Saleh					
Application No. 09/637,969	Filing Date 08/11/00	Examiner El Hady, N.	Customer No. 24628	Group Art Unit 2154	Confirmation No. 7922
Invention: METHOD AND APPARATUS FOR ALLOCATING RESOURCES OF A CONTACT CENTER					
			RECEIVED JUL 09 2004 Technology Center 2100		
COMMISSIONER FOR PATENTS:					
Transmitted herewith is an amendment in the above-identified application.					
The fee has been calculated and is transmitted as shown below.					
CLAIMS AS AMENDED					
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	37 -	37 =	0 x	\$18.00	\$0.00
INDEP. CLAIMS	3 -	3 =	0 x	\$86.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00
<input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 03-2470 <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input type="checkbox"/> Any patent application processing fees under 37 CFR 1.17.					
 _____ <i>Signature</i>			Dated: July 1, 2004		
Jon P. Christensen Reg. No. 34,137			<div style="border: 1px solid black; padding: 5px;"> I certify that this document and fee is being deposited on 07/01/04 with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.  <i>Signature of Person Mailing Correspondence</i> Abby Boone Typed or Printed Name of Person Mailing Correspondence </div>		
CC:					